

1 **Q: Please state your name and address.**

2 A: Jay Dixon, 105 Forty Love Point Chapin, SC 29036. I am an  
3 engineer.

4 **Q: Do you have issues with your water or sewer service?**

5 A: Yes, our sewer system. For the past four years, we have  
6 experienced wastewater backup at our house. This is a  
7 neighborhood-wide problem. This neighborhood problem is being  
8 investigated by Carolina Water Service and both parties plan to report  
9 back to the Public Service Commission near the end of September  
10 2018. We have an agreement with Carolina Water Service on  
11 beginning to address this neighborhood problem. We appreciate  
12 CWS attending three of our neighborhood homeowners' meetings to  
13 discuss possible solutions.

14 **Q: What is the solution to this problem?**

15 A: We believe that Richland County and Carolina Water Service  
16 need to coordinate to totally overhaul the wastewater collection  
17 system in our neighborhood. What we have now is a LETTS system  
18 that is not gravity-based. Homes along the lake suffer from  
19 wastewater backup because they are lower in elevation than the rest

20 of the neighborhood. When the system floods, wastewater has  
21 nowhere to go except back into our homes.

22 So far, besides our house, the Kings and the Waggoners, there  
23 are three other homes experiencing wastewater backup. Some of  
24 these owners are unwilling to speak up because they don't want to  
25 damage the value of their houses.

26 Nearly every morning for the past month, following the  
27 installation of a rain gauge, CWS has sent a service truck to pump  
28 out our system near the boat ramp. This is in the backyard of one of  
29 our houses and should not be seen as a long-term solution. The  
30 presence of the pump trucks indicates there is an ongoing problem  
31 with Forty Love Point wastewater collection.

32 CWS proposes the installation of a "wet water pump station" to  
33 solve the neighborhood problem. Also, they are analyzing data from  
34 the Hiller Road pump station run by Richland County. By the end of  
35 September 2018, we may know whether or not these attempts  
36 provide a long-term solution.

37 In my opinion as an engineer, the entire wastewater system  
38 needs to be overhauled in our neighborhood.

39 **Q: How much do you currently pay per month for wastewater**  
40 **removal?**

41 A: \$52.93. Our bill has been paid every month on time without fail  
42 for the last four years despite numerous failures. Not only have they  
43 not provided the service we have paid for, they have caused extreme  
44 inconvenience, a health hazard as well as jeopardizing the value of  
45 our home. We are unable to put our house on the market due to this  
46 issue. As a result of the ongoing issue at our house, CWS has  
47 stopped billing us the wastewater portion of our bill beginning in June  
48 2018 until they provide a solution for our house.

49 **Q: Do you support the Office of Regulatory Staff with regard to**  
50 **tariff issues?**

51 A: Yes, we support the arguments posed by the ORS, particularly  
52 with regard to the litigation costs incurred by Carolina Water Service,  
53 which apparently resulted from CWS failing to follow EPA regulations  
54 and therefore losing a case brought against them in federal district  
55 court regarding raw sewage dumped in the Saluda River.

56 **Q: Do you see any justification for paying \$17 more per month**  
57 **per household for wastewater collection at Forty Love Point?**

58 A: No. For the past four years, we and three other households have  
59 complained about sewage backup in our homes which occurs every  
60 time it rains. The only relief we have seen is in conjunction with the  
61 present rate case. Carolina Water Service has now offered to  
62 reimburse us for damage to our homes incurred because of sewage  
63 backup.

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